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**BellSouth Telecommunications, Inc.**  
**Legal Department**  
1600 Williams Street  
Suite 5200  
Columbia, SC 29201

**Patrick W. Turner**  
General Counsel-South Carolina

803 401 2900  
Fax 803 254 1731

patrick.turner@bellsouth.com

October 19, 2005

RECEIVED  
2005 OCT 19 PM 2:45  
SOUTH CAROLINA  
PUBLIC SERVICE  
COMMISSION

Mr. Charles Terreni  
Chief Clerk of the Commission  
Public Service Commission of South Carolina  
Post Office Drawer 11649  
Columbia, South Carolina 29211

Re: Application of BellSouth Telecommunications, Inc. to Provide In-Region  
InterLATA Services Pursuant to Section 271 of the Telecommunications  
Act of 1996  
Docket No. 2001-209-C

Dear Mr. Terreni:

On September 16, 2005, BellSouth filed a Joint Motion to Approve New Performance Measurement Plan in the above-referenced matter, and this Joint Motion appeared as Item 22 on the Advised Section of the Commission Agenda for the week of September 26, 2005. AT&T, Covad, ITC^DeltaCom, MCImetroAccess, MCI Worldcom, KMC, Z-Tel, and IDS joined in this Motion.

The Joint Motion states that these parties are in the process of implementing the proposed new plan on a region-wide basis. As evidenced by the attached documents, the new plan has been approved by the Florida, Georgia, and Tennessee Commissions. The new plan also is effective in Kentucky by virtue of that Commission's adoption of the Georgia plan as amended from time to time.

In order to facilitate the prompt and efficient administration of the new plan (which already is in effect in four of the nine states in BellSouth's region) on a region-wide basis, BellSouth respectfully requests that the Commission vote to approve the new plan as quickly as possible

Mr. Charles Terreni  
October 19, 2005  
Page 2

By copy of this letter, I am serving a copy of this letter and its attachments upon all parties of record as reflected on the attached Certificate of Service.

Sincerely,

A handwritten signature in black ink that reads "Patrick W. Turner". The signature is written in a cursive style with a large, stylized "P" and "T".

Patrick W. Turner

PWT/nml  
Enclosure  
cc: All Parties of Record  
DM5 #606554

FLORIDA PUBLIC SERVICE COMMISSION

3

VOTE SHEET

OCTOBER 4, 2005

RE: **Docket No. 000121A-TP** - Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange telecommunications companies. (BELLSOUTH TRACK)

**Issue 1:** Should the Commission acknowledge Florida Digital Network, Inc. d/b/a FDN Communications' withdrawal of its Petition of Proposed Agency Action (PAA) Order No. PSC-05-0488-PAA-TP and Request for Formal Proceeding (Protest)?

**Recommendation:** Yes. Staff recommends that the Commission acknowledge FDN's withdrawal. Staff also recommends that PAA Order No. PSC-05-0488-PAA-TP be rendered final and effective as of August 30, 2005, and that implementation of the Stipulated Agreement be October 1, 2005.

**APPROVED**

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COMMISSION

COMMISSIONERS ASSIGNED: All Commissioners

COMMISSIONERS' SIGNATURES

MAJORITY

DISSENTING

*Chucky Bradley*  
*Markus*  
*J. Terry Dean*  
*Les Edge*

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\_\_\_\_\_  
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REMARKS/DISSENTING COMMENTS:

DOCUMENT NUMBER-DATE

09409 OCT -4 05

VOTE SHEET

OCTOBER 4, 2005

Docket No. 000121A-TP - Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange telecommunications companies. (BELLSOUTH TRACK)

(Continued from previous page)

**Issue 2:** Should this Docket be closed?

**Recommendation:** No. Staff believes that this Docket should remain open to continue annual reviews and the one-time six-month review pursuant to PAA Order No. PSC-05-0488-PAA-TP and as specified in the Stipulated Agreement between the parties.

**APPROVED**



# RECEIVED

JUL 19 2005

DEBORAH K. FLANNAGAN  
EXECUTIVE DIRECTOR

COMMISSIONERS:  
ANGELA ELIZABETH SPEIR, CHAIRMAN  
ROBERT B. BAKER, JR.  
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1. DOUG EVERETT  
STAN WISE

Georgia Public Service Commission  
EXECUTIVE SECRETARY

REECE McALISTER  
EXECUTIVE SECRETARY

404) 656-4501  
800) 282-5813

244 WASHINGTON STREET, S.W.  
ATLANTA, GEORGIA 30334-5801

Docket No. 7892-U

7892  
# 84285

FAX: (404) 656-2341  
www.psc.state.ga.us

IN RE: Performance Measurements for Telecommunications Interconnection,  
Unbundling and Resale

Order Granting Joint Motion  
to Approve New Performance Measurement Plan

On June 6, 2005, BellSouth Telecommunications, Inc. ("BellSouth") filed with the Georgia Public Service Commission ("Commission") a Joint Motion to Approve New Performance Measurement Plan ("Joint Motion") on behalf of itself and AT&T Communications of the Southern States, LLC, DIECA Communications, Inc. d/b/a Covad Communications Co., ITC^DeltaCom, Inc., and KMC Telecom, Inc. (collectively, "CLEC Coalition"). Attached to the Joint Motion was a revised BellSouth Service Quality Measurement ("SQM") Plan and Georgia Self-Effectuating Enforcement Mechanism ("SEEM") Administrative Plan.

BellSouth represents that the two plans have received initial approval in Florida and have been filed for approval in Tennessee. Because the parties are attempting to have the plans approved in all nine states in the BellSouth region, the Joint Motion is conditioned upon the approval of the Commission without a hearing.

Granting the Joint Motion would result in the following significant changes to the plans:

- (1) Elimination of a number of metrics that the parties deemed obsolete or failing to produce useful information,
- (2) Creation of several new metrics, such as UNE Bulk Migration Batch Scheduler Availability and Average Time to Implement Process Change Request,
- (3) Overall reduction in Tier I and Tier II payments made by BellSouth per violation,
- (4) Less disaggregation of metrics,

- (5) Elimination of the Tier 3 penalty, which could result in BellSouth losing its authority to provide long distance service, and
- (6) Reduction in BellSouth's total liability for the payment of Tier 1 and Tier 2 Enforcement mechanism from 44% to 36% of net revenues in Georgia, based upon ARMIS data.

After reviewing the proposed SQM and SEEM plans, the Staff recommended that the Commission grant the Joint Motion with one modification. The Staff recommended that the Commission modify Item 4 on page 219 (appendix F) of the proposed SQM to read as follows:

The Proposed Data Changes set forth in the written notice referenced above would be presumptively valid and deemed approved by the Commission effective thirty (30) calendar days after that notice unless the Commission Staff directs BellSouth not to go forward with the changes.

The addition of the word "Staff" brings the proposed plan in line with the Commission's July 19, 2002 order in this docket establishing a procedure for implementation of changes to BellSouth's performance measurement calculations. No party objected to the Staff's recommended modification.

The Commission adopts Staff's recommendation to grant the Joint Motion with the one modification set forth above. The Commission reserves the right to modify the enforcement plan or SQMs at any time it deems necessary.

\* \* \* \* \*

**WHEREFORE IT IS ORDERED**, that the Joint Motion is hereby granted as modified by the Staff's recommendation so that Item 4 on page 219 (Appendix F) of the proposed SQM shall read as follows:

The Proposed Data Changes set forth in the written notice referenced above would be presumptively valid and deemed approved by the Commission effective thirty (30) calendar days after that notice unless the Commission Staff directs BellSouth not to go forward with the changes.

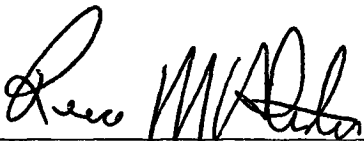
**ORDERED FURTHER**, that the Commission reserves the right to modify the enforcement plan or SQMs at any time it deems necessary.

**ORDERED FURTHER**, that all findings, conclusions, statements, and directives made by the Commission and contained in the foregoing sections of this Order are hereby adopted as findings of fact, conclusions of law, statements of regulatory policy, and orders of this Commission.

**ORDERED FURTHER**, that a motion for reconsideration, rehearing, or oral argument or any other motion shall not stay the effective date of this Order, unless otherwise ordered by the Commission.

**ORDERED FURTHER**, that jurisdiction over these matters is expressly retained for the purpose of entering such further Order or Orders as this Commission may deem just and proper.

The above by action of the Commission in Administrative Session on the 6th day of July, 2005.



Reece McAlister  
Executive Secretary

7-18-05  
Date



Angela Elizabeth Speir  
Chairman

7/18/05  
Date

**BEFORE THE TENNESSEE REGULATORY AUTHORITY**

**NASHVILLE, TENNESSEE**

**August 25, 2005**

**IN RE:**

**BELLSOUTH'S MOTION FOR THE ESTABLISHMENT  
OF A NEW PERFORMANCE ASSURANCE PLAN**

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)  
)  
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**DOCKET NO.  
04-00150**

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**ORDER APPROVING SETTLEMENT AGREEMENT**

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This matter came before Chairman Pat Miller, Director Sara Kyle and Director Ron Jones of the Tennessee Regulatory Authority (the "Authority" or "TRA"), the voting panel assigned to this Docket, at a regularly scheduled Authority Conference held on June 27, 2005 to consider the *Joint Motion to Approve Settlement Agreement* filed by BellSouth Telecommunications, Inc. ("BellSouth") and Competitive Carriers of the South ("CompSouth") on April 29, 2005.

**Background**

The Authority adopted Tennessee's current Performance Assurance Plan ("PAP") that includes Service Quality Measurements ("SQMs"), Self-Effectuating Enforcement Mechanisms ("SEEMs") and Tennessee Performance Measurements for Special Access by order issued October 4, 2002 in Docket No. 01-00193.<sup>1</sup> The PAP was the result of a Settlement Agreement by the parties. Under the terms of that Settlement Agreement, the Authority adopted the SQMs and SEEMs that were adopted by the Florida Public Service Commission ("Florida PSC") on February 14, 2002 and as they may be modified in the

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<sup>1</sup> See *In re Generic Docket on Performance Measurements*, TRA Docket No. 01-00193, *Final Order Accepting Settlement Agreement and Adopting Performance Measurements, Benchmarks and Enforcement Mechanisms*, (October 4, 2002)

future.<sup>2</sup> At that time, the parties agreed not to seek amendments to the SQMs or SEEMs until December 1, 2003.

On May 13, 2004, BellSouth filed its *Motion for the Establishment of a New Performance Assurance Plan* (“*Motion*”) with the Authority. The *Motion* was originally filed in Docket No. 97-00309 but on May 18, 2004 the Authority redirected BellSouth’s filing to new Docket No. 04-00150. BellSouth averred that the PAPs currently in place in all of its nine states were implemented in connection with its petitions for 271<sup>3</sup> relief.<sup>4</sup> BellSouth asserted that the single goal of these plans is to ensure that BellSouth continues to satisfy its obligations under Section 251(c)<sup>5</sup> of the Act to “provide nondiscriminatory unbundled access, interconnection, and resale to competitive local exchange carriers.”<sup>6</sup> According to the *Motion*, the Federal Communications Commission (“FCC”) intended to prevent BellSouth from “backsliding” after it received 271 approval, which BellSouth interprets to mean that its performance does not deteriorate from the level that it demonstrated to both state commissions and the FCC at the time it applied for 271 relief.

BellSouth argued that its current SQMs measure the extent to which it provides nondiscriminatory wholesale service to Competitive Local Exchange Carriers (“CLECs”) and that the SQMs and SEEMs generally have no direct impact on the service provided to end users. It maintained that its proposed PAP prevents backsliding, avoids unjust penalties and undue administrative burden and avoids unjust enrichment of CLECs in cases where its performance remains consistent with or better than the performance that the Authority and the

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<sup>2</sup> The plan was to be effectuated no later than December 1, 2002 with the special access measurements to be deployed shortly thereafter

<sup>3</sup> 47 U.S.C. § 271

<sup>4</sup> *Motion of BellSouth Telecommunication, Inc. for the Establishment of a New Performance Assurance Plan*, p. 2 (May 13, 2004)

<sup>5</sup> 47 U.S.C. § 251(c)

<sup>6</sup> *Motion of BellSouth Telecommunication, Inc. for the Establishment of a New Performance Assurance Plan*, p. 2 (May 13, 2004)

FCC found to be nondiscriminatory. Additionally, BellSouth complained that it is paying approximately \$1 million each month in penalties to CLECs in Tennessee for maintaining the same level of service that was found to be nondiscriminatory by both the Authority and the FCC.

On May 20, 2004, CompSouth requested that the Authority dismiss BellSouth's *Motion* without prejudice and convene an industry-wide workshop to discuss and review the current PAP and what improvements, if any, should be made. In the alternative, CompSouth asked for a minimum of 60 days in which to file comments, after which the Authority could conduct a workshop, a more formal proceeding or a combination of the two.<sup>7</sup>

On June 3, 2004, BellSouth filed a *Motion to Close Docket* in TRA Docket No. 04-00150, arguing that the Authority erred when it moved the Company's *Motion* from TRA Docket No. 97-00309,<sup>8</sup> to a newly-created docket, TRA Docket No. 04-00150. BellSouth noted that CompSouth agreed that TRA Docket No. 97-00309 is the proper docket in which to consider any motion to amend the current plan, and it believes that the Authority should close TRA Docket No. 04-00150. BellSouth further contended that there is no need for any activity related to this matter to be conducted in Docket No. 01-00193,<sup>9</sup> and it therefore asked the Authority to close that docket as well.

On June 7, 2004, Chairman Tate suggested that BellSouth's *Motion* in TRA Docket No. 04-00150 should be held in abeyance pending a complete review of the existing plan and offered to act as a facilitator or hearing officer for a workshop to be conducted under Docket No. 97-00309 to review the existing plan. BellSouth, CompSouth and the Consumer

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<sup>7</sup> *Response of CompSouth to BellSouth's Motion for the Establishment of a New Performance Measurement Plan*, p. 1 (May 20, 2004)

<sup>8</sup> See *In re BellSouth Telecommunications Inc.'s Entry Into Long Distance (InterLATA) Service in Tennessee Pursuant to Section 271 of the Telecommunications Act of 1996*, Docket No. 97-00309

<sup>9</sup> See *In re Generic Docket on Performance Measurements*, Docket No. 01-00193

Advocate agreed with this approach. Thereafter, the panel voted unanimously to hold BellSouth's *Motion* in abeyance.<sup>10</sup>

On September 14, 2004, the Authority held the Performance Measurement Workshop suggested by Chairman Tate.<sup>11</sup> The CLECs presented their primary areas of concern with BellSouth's wholesale performance, while BellSouth emphasized the flaws of the existing plan and argued for adoption of its proposed plan. On September 16, 2004, Director Tate<sup>12</sup> sent a letter requesting that the CLECs send BellSouth a list of their four or five top issues. The CLECs responded with such a list on September 28, 2004 and a follow-up letter on October 13, 2004 listing a CLEC contact for each issue.<sup>13</sup>

On September 23, 2004, BellSouth filed a *Motion to Establish Procedural Schedule* in TRA Docket No. 04-00150, proposing a procedural schedule beginning with discovery requests on October 1, 2004 and a one-day hearing the week of December 13, 2004. At a regularly scheduled Authority Conference held on October 11, 2004, the panel voted unanimously to appoint the General Counsel or his designee as Hearing Officer to prepare the matter for hearing. The panel also voted unanimously to deny BellSouth's June 3, 2004 *Motion to Close Docket*.<sup>14</sup>

On November 8, 2004, CompSouth filed the *Petition to Intervene of CompSouth* ("*Petition to Intervene*"). In its *Petition to Intervene*, CompSouth argued that since this

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<sup>10</sup> Transcript of Authority Conference, p. 8, pp. 11-19 and pp. 21-24 (June 7, 2004)

<sup>11</sup> The workshop was held under Docket No. 97-00309

<sup>12</sup> Director Tate was Authority Chairman from July 1, 2003 to June 30, 2004

<sup>13</sup> The CLECs listed the following operational issues that they claim have a negative impact on their customers

- 1 Troubles Within 30 Days of Provisioning
- 2 Repeat Troubles Within 30 Days
- 3 Customer Trouble Report Rate
- 4 Missed Repair Appointments
- 5 Inability to Test Line Shared Loops
- 6 Premature Trouble Closure

<sup>14</sup> See Transcript of Authority Conference, pp. 30-31 (October 11, 2004)

proceeding will address the performance measures and penalties regarding the wholesale provision of services to its members, and therefore their legal rights and responsibilities may be affected or determined, it should be allowed to intervene. On November 12, 2004, BellSouth filed a letter in opposition to the *Petition to Intervene* contending that the *Petition to Intervene* was an attempt by CompSouth to delay the setting of a procedural schedule. On November 17, 2004, the Hearing Officer issued an *Order Granting Petition to Intervene*, allowing CompSouth<sup>15</sup> to intervene. On December 3, 2004, the Hearing Officer issued the *Order Establishing Procedural Schedule*, and the parties began obtaining discovery on December 15, 2004.

On December 21, 2004, BellSouth filed a revision to its proposed plan, averring that the CLECs throughout the region were familiar with these changes. BellSouth's revisions included new language in the Introduction section and revised schedules for Tier 1 and Tier 2 penalties.

On April 15, 2005, the parties filed a letter with the Authority announcing that they had reached a settlement and would soon file a motion seeking Authority approval of the settlement. On April 29, 2005, the parties submitted their *Joint Motion to Approve Settlement Agreement*, including new SQM and SEEM plans to be adopted throughout the BellSouth region. The *Settlement Agreement* was conditioned upon Authority approval.

#### **The Proposed Plan**

On April 29, 2005, the parties submitted their *Joint Motion to Approve Settlement Agreement*, including new SQMs and SEEMs plans to be adopted throughout the BellSouth

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<sup>15</sup> CompSouth's *Petition* listed the following members Access Integrated Networks, Inc , MCI, Birch Telecom, Business Telecom, Inc , Covad Communications Company, AT&T, NewSouth Communications Corp , Talk America, Nuvox Communications, Inc , ITC^DeltaCom, Xpedius Communications, Momentum Business Solutions, Network Telephone Corp , KMC Telecom, Z-Tel Communications, Inc and IDS Telecom, LLC

region. According to BellSouth, the proposed PAP is identical to the one most recently presented to the Florida PSC in Order No. PSC-05-0488-PAA-TP entered on May 5, 2005.<sup>16</sup> Additionally, BellSouth asserts that the proposed PAP gauges BellSouth's performance on the basis of transactions rather than measurements, which automatically scales the amount of penalties in proportion to the harm suffered by CLECs and their customers.<sup>17</sup> Also, the special access measures, included as Appendix H with the new SQMs, will supersede the existing special access measures in Tennessee.<sup>18</sup>

#### **June 27, 2005 Authority Conference**

At a regularly scheduled Authority Conference held on June 27, 2005, the panel considered the proposed SQMs and SEEMs. Specifically, the panel noted that the adoption of the proposal is consistent with the agency's past action in Docket No. 01-00193. Additionally, the panel found that the fact that CompSouth is a signatory to the *Joint Motion to Approve Settlement Agreement* indicates that some CLECs have concluded that adoption of the proposal will be beneficial to their continued operations. Further, the panel found that the proposal will encourage continued CLEC operations, which is consistent with the Authority's goal as stated in Tenn. Code Ann. § 65-4-123 (2004). Finally, the panel noted that the proposed PAP provides for annual review and that no CLEC, other than those who are signatories to the *Joint Motion to Approve Settlement Agreement*, has filed an objection in this Docket. Thereafter, the panel voted unanimously to grant the *Joint Motion to Approve Settlement Agreement*.

#### **IT IS THEREFORE ORDERED THAT:**

1. The *Joint Motion to Approve Settlement Agreement* is approved.

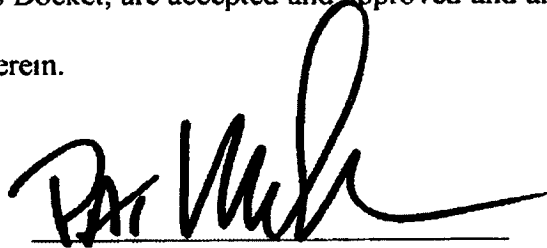
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<sup>16</sup> BellSouth Data Response to Item No 3, (May 24, 2005)

<sup>17</sup> BellSouth Data Response to Item No 4, p 2 (May 24, 2005)

<sup>18</sup> *Joint Motion to Approve Settlement Agreement*, p 1 (April 29, 2005)

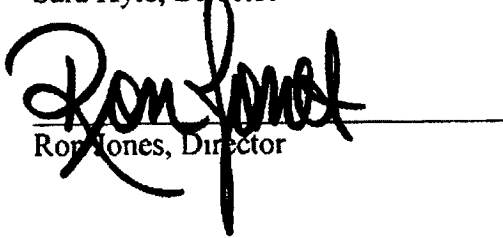
2. The proposed Service Quality Measurement Plan and the Self-Effectuating Enforcement Mechanism Plan, both on file in this Docket, are accepted and approved and are incorporated into this Order as if fully rewritten herein.

A large, stylized handwritten signature in black ink, appearing to read 'Pat Miller', written over a horizontal line.

Pat Miller, Chairman

A handwritten signature in black ink, appearing to read 'Sara Kyle', written over a horizontal line.

Sara Kyle, Director

A handwritten signature in black ink, appearing to read 'Ron Jones', written over a horizontal line.

Ron Jones, Director

STATE OF SOUTH CAROLINA )  
 )  
COUNTY OF RICHLAND )

## CERTIFICATE OF SERVICE

The undersigned, Nyla M. Laney, hereby certifies that she is employed by the Legal Department for BellSouth Telecommunications, Inc. ("BellSouth") and that she has caused BellSouth Telecommunications, Inc.'s Letter to Charles Terreni Dated October 19, 2005 in Docket No. 2001-209-C to be served upon the following this October 19, 2005:

Florence P. Belser, Esquire  
General Counsel  
Office of Regulatory Staff  
Post Office Box 11263  
Columbia, SC 29211  
**(U. S. Mail and Electronic Mail)**

**Sonia Daniels**  
**Law & Government Affairs**  
**AT&T – Southern Region**  
**1200 Peachtree Street, NE, Rm. 4080**  
**Atlanta, Georgia 30309**  
**(AT&T)**  
**(U. S. Mail and Electronic Mail)**

F. David Butler, Esquire  
Senior Counsel  
S. C. Public Service Commission  
Post Office Box 11649  
Columbia, South Carolina 29211  
(PSC Staff)  
**(U. S. Mail and Electronic Mail)**

Joseph Melchers  
Chief Counsel  
S.C. Public Service Commission  
Post Office Box 11649  
Columbia, South Carolina 29211  
(PSC Staff)  
**(U.S. Mail and Electronic Mail)**

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SC PUEBLO SERVICE  
COMMISSION

Jocelyn G. Boyd, Esquire  
Staff Attorney  
S. C. Public Service Commission  
Post Office Box 11649  
Columbia, South Carolina 29211  
(PSC Staff)  
**(U. S. Mail and Electronic Mail)**

Russell B. Shetterly, Esquire  
P. O. Box 8207  
Columbia, South Carolina 29202  
(Knology of Charleston and Knology of  
South Carolina, Inc.)  
**(U. S. Mail and Electronic Mail)**

Darra W. Cothran, Esquire  
Woodward, Cothran & Herndon  
1200 Main Street, 6th Floor  
Post Office Box 12399  
Columbia, South Carolina 29211  
(MCI WorldCom Network Service, Inc.  
MCI WorldCom Communications and  
MCImetro Access Transmission Services, Inc.)  
**(U. S. Mail and Electronic Mail)**

John F. Beach, Esquire  
John J. Pringle, Jr., Esquire  
Ellis Lawhorne & Sims, P.A.  
Post Office Box 2285  
Columbia, South Carolina 29202  
(Resort Hospitality Services, Inc., NuVox  
Communications, Inc., AIN and Momentum Business  
Solutions, Inc.)  
**(U. S. Mail and Electronic Mail)**

Marsha A. Ward, Esquire  
MCI WorldCom, Inc.  
Law and Public Policy  
6 Concourse Parkway, Suite 3200  
Atlanta, Georgia 30328  
(MCI)  
**(U. S. Mail and Electronic Mail)**

Frank R. Ellerbe, Esquire  
Bonnie D. Shealy, Esquire  
Robinson, McFadden & Moore, P.C.  
1901 Main Street, Suite 1200  
Post Office Box 944  
Columbia, South Carolina 29202  
(SCCTA )  
**(U. S. Mail and Electronic Mail)**

Genevieve Morelli  
Kelley, Drye & Warren, LLP  
1200 19<sup>th</sup> Street, N.W.  
Washington, D.C. 20036  
(KMC Telecom III, Inc.)  
**(U. S. Mail and Electronic Mail)**

John D. McLaughlin, Jr.  
Director, State Government Affairs  
KMC Telecom, Inc.  
1755 North Brown Road  
Lawrenceville, GA 30043  
(KMC Telecom)  
**(U. S. Mail and Electronic Mail)**

William R. Atkinson, Esquire  
3065 Cumberland Circle  
Mailstop GAATLD0602  
Atlanta, Georgia 30339  
(Sprint/United Telephone)  
**(U. S. Mail and Electronic Mail)**

Scott A. Elliott, Esquire  
Elliott & Elliott  
721 Olive Street  
Columbia, South Carolina 29205  
(Sprint/United Telephone)  
**(U. S. Mail and Electronic Mail)**

Marty Bocock, Esquire  
Director of Regulatory Affairs  
1122 Lady Street, Suite 1050  
Columbia, South Carolina 29201  
(Sprint/United Telephone Company)  
**(U. S. Mail and Electronic Mail)**

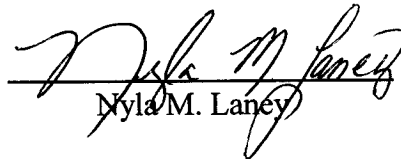
Bonnie D. Shealy, Esquire  
Robinson McFadden & Moore, P.C.  
1901 Main Street, Suite 1200  
P. O. Box 944  
Columbia, South Carolina 29202  
(US LEC)  
**(U. S. Mail and Electronic Mail)**

Andrew O. Isar  
Director – State Affairs  
7901 Skansie Avenue, Suite 240  
Gig Harbor, WA 98335  
(ASCENT)  
**(U. S. Mail and Electronic Mail)**

Nanette Edwards, Esquire  
ITC^DeltaCom Communications, Inc.  
4092 S. Memorial Parkway  
Huntsville, Alabama 35802  
**(U. S. Mail and Electronic Mail)**

Tami Azorsky, Esquire  
McKenna & Cuneo, LLP  
1900 K Street, N.W.  
Washington, DC 20006  
(AT&T)  
**(U. S. Mail and Electronic Mail)**

William Prescott, Esquire  
1200 Peachtree Street, N.E.  
Suite 8100  
Atlanta, Georgia 30309  
(AT&T)  
**(U. S. Mail and Electronic Mail)**



Nyla M. Laney